

PROXIOS CASE STUDY

# Proxios ITaaS Service Powers Insurance Company's rapid growth

The Client: Atlantic Specialty Lines is a wholesale insurance and risk management company with five locations and over 100 employees. The company offers a variety of property, casualty, auto, professional and personal lines coverage exclusively to retail independent insurance agents.

## The Challenge

After starting the company with six people and two servers, ASL doubled its growth each year for about eight years and its IT costs escalated rapidly. ASL soon found that its IT became more complicated, with numerous staff members using different versions of Windows, which added complexity to the mounting backlog of new software and upgrade projects. Security and disaster recovery concerns compounded these challenges. At one point, IT staff was taking crucial data backups home in case of a catastrophe. Finally, the firm required extensive travel, and employees couldn't work remotely.

Combining these internal IT demands with the need to support the company's rapid growth, ASL realized it needed to evaluate outsourcing options to address the situation. "We decided at that point we were more interested in focusing on the insurance business rather than trying to manage an IT department and keep up with all the technical pieces," said Seth Johnson, COO of ASL.

ASL wanted a solution that would free them from purchasing, maintaining and upgrading their on-premise IT infrastructure. They needed to control and predict technology costs, simplify their IT, and provide high security and disaster recovery. Plus, due to the nature of the insurance business, they wanted to allow their employees to remotely work from any location. Finally, they wanted the capability to easily add users and offices to support their growth objectives.

## The Solution

In 2003, the company transitioned its IT operations to Proxios' IT as a Service. All of the firm's applications were transitioned from the ASL servers to Proxios' data center, including the firm's DOS-based accounting and policy issuance system, which Proxios ultimately helped the firm replace. The new software enabled ASL to use automated workflows to generate new business, issue policies, manage agents and perform accounting. Applications are individually assigned to each employee and delivered through a



virtual desktop that is "superimposed" onto the employee's computer. Employees access all of their business applications from within their office, and when outside the office, from any Internet-connected device. This has allowed ASL to decentralize and give employees the option to telecommute. In 2008 ASL went paperless and implemented Proxios' VoIP phone solution that has helped to lower phone costs and allow for greater communication mobility.

**"We service our clients much better, because we can access IT anytime, anywhere. That simply wasn't an option before moving to Proxios," said the company's President.**



## The Results

Nearly 10 years have passed since implementing IT as a Service with Proxios; employees are now able to work from any office, at home, or overseas. The company runs an all-in-one, fully integrated, secure cloud solution that includes virtual desktops, telephony, email, document scanning, faxing and more. The scalable, reliable and flexible IT infrastructure is highly secure, which is essential in the insurance industry. Employees and entire offices can be easily added to the system.

Now, instead of managing basic infrastructure, the IT team works on refining workflows, improving employee productivity, generating management information and enhancing the website. “With “IT as a Service” you just plug it in – and it works,” the President of ASL said. “Rather than always messing with the engine under the hood, we focus on winning the race.” ASL is certainly winning the race and continues to grow significantly each year with Proxios’ cloud services helping the company to achieve greater productivity, mobility, efficiency and ultimately, superior quality of service to their customers.

“We are very satisfied with Proxios,” Johnson said.

“Since we are in the service business, when our customers say jump, we say how high. The Proxios cloud service makes it possible for us to deliver the quality of service we need in order to succeed against our competition.”

**PROXIOS**

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Proxios is headquartered in Richmond, Virginia and is the business of IT as a Service (ITaas). As a pioneer in the field beginning the cloud journey in 1999, we have proven knowledge and experience to move customer infrastructure to the cloud, freeing customers to do what they do best, driving real business value from the applications that help run your business. We provide a wide range of cloud services to our customers throughout the United States and Canada including telephony and collaboration, business virtual desktops, and application hosting.

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